

**A Guide to Employment, Training
and Personal Support Services:**

Niagara

June 2009

Table of Contents

INFORMATION SERVICES	6
Employment Ontario - Employment Services.....	6
Second Career Strategy.....	7
SKILLS DEVELOPMENT	8
Ministry of Training Colleges and Universities - Apprenticeship Branch/Employment Ontario	8
EMPLOYMENT SERVICES	8
Business Education Council - Career Planning Services.....	8
Canadian Mental Health Association – Employment Supports	9
YMCA Niagara – Employment Assistance Program	9
Port Cares – Employment Centre	9
Club 2000 Niagara – Francophone Employment Centre	9
John Howard Society – Youth Resource Centre.....	10
Business Education Council of Niagara – Employment Services.....	10
Niagara West Employment and Learning Resource Centres	11
Niagara Falls Employment Help Centre	11
Niagara Centre for Independent Living.....	11
Employment Help Centre– Job Connect	12
Club 2000 Niagara – Job Connect	12
John Howard Society - Job Connect.....	12
Niagara College - Job Connect	12
PEER SUPPORT AND OUTREACH.....	13
Cangro Action Centre.....	13
YMCA Niagara (World Kitchens)	13
Horizon Milling G.P. (Cargill).....	13
TRG/USW Action Centre	13
Neptunus Yachts (CAW Local 199).....	13
Dana Canada Corporation.....	14
Niagara Steelworkers Area Council Adjustment Committee.....	14

LEARNING AND LITERACY	14
Literacy Link Niagara - Literacy and Basic Skills (LBS)	14
District School Board of Niagara - LBS	14
Niagara Catholic District School Board – LBS.....	14
Niagara College - LBS	15
Niagara Regional Literacy Council - LBS.....	15
Niagara Regional Community Services Department - LBS.....	15
Port Cares - LBS.....	15
ABC Communautaire - LBS.....	15
The Hope Centre - LBS	16
Adult Literacy Council of Greater Fort Erie - LBS	16
Fort Erie Native Friendship Centre - LBS.....	16
English as a Second Language (ESL)/LINC	17
Niagara Catholic District School Board - St. John’s Centre - ESL.....	17
Niagara Catholic District School Board - St. John South Adult Learning Centre– ESL.....	17
District School Board of Niagara, Community Education Services - ESL.....	17
YMCA Employment and Community Services - Language Instruction for Newcomers to Canada (LINC) Assessment	17
Niagara College - Enhanced Language Training for Employment.....	18
INCOME SUPPORT	18
Service Canada - Employment Insurance (EI)	18
Niagara Regional Community Services Department – Ontario Works	19
Ministry of Community and Social Services – ODSP	19
Service Canada – Canada Pension Plan	19
PERSONAL SUPPORT	20
Emergency Food/Food Banks	20
Housing Support	21
Emergency Shelters	21
Legal Services	22
Health Services.....	23
Crisis Intervention.....	24
Parenting/Family Counseling	25

Credit/Budget Counseling..... 27
Stress/Anger Management 27
Culture and Recreation 29

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INFORMATION SERVICES

Employment Ontario - Employment Services

Ontario Employment Assistance Services

T: 1-800-387-5656

W: www.ontario.ca/employmentontario

People who are unemployed

Canadian job seekers

- Helps people prepare for/obtain/keep a job/provides them with services such as: employment counseling/job search techniques/job placement/labour market information

Services include:

- Needs Assessment and Return to Work Plans
- Job Finding Clubs
- Career Decision Making
- Targeted Services for Specific Groups of Job Seekers

Ontario Targeted Wage Subsidy

T: 1-800-387-5656

W: www.ontario.ca/employmentontario

Help for unemployed people who are/have recently been eligible to receive Employment Insurance (EI)

- Provides on-the-job work experience/enables employers to hire people who face barriers to employment (people they might not otherwise hire) by offering temporary wage subsidies

Ontario Skills Development

T: 1-800-387-5656

W: www.ontario.ca/employmentontario

Unemployed people who are/have recently been eligible for EI/need marketable skills in order to re-enter the labour market

- Provides financial assistance to help people with some of the costs associated with acquiring the training they need to re-enter the labour market, such as tuition/books

Ontario Self-Employment Benefit

T: 1-800-387-5656

W: www.ontario.ca/employmentontario

Unemployed people who are/have recently become eligible for EI

- Provides people with income/entrepreneurial support while they develop/start their business

Ontario Job Bank

T: 1-800-387-5656

W: www.jobbank.gc.ca

Available to Canadian job seekers

Web-based network of job postings from across Canada

- Job search – browse website for recent or all job listings locally/regionally/nationally
- Job Match allows job seekers to create their own job profile/advertise it to potential employers/receive a list of job opportunities that match their skill set
- Job Alert allows job seekers to receive by e-mail list of job openings that match their individual search criteria
- Career Navigation, a tool that helps individuals with career decisions
- Resume Builder helps create resumes for personal use or for applying online

Ontario Labour Market Partnership

T: 1-800-387-5656

W: www.ontario.ca/employmentontario

- Supports partnerships among employers, employer/employee associations/community organizations/is intended to help partners:
- Address identified labour market issues
- Develop/implement strategies to improve their ability to plan for their human resource needs
- Implement labour force adjustment measures to deal with changes in the labour market that are driven by technological economic demographic and/or structural influences/including expansion/workplace problems/implications of changing technology for changing educational requirements/equity/youth issues

Ontario Job Creation Partnerships

T: 1-800-387-5656

Unemployed job seekers

- Provides work experience to people within projects that benefit the community/local economy
- At end of their participation, participants in the program have recent work experience/additional skills to add to their resumes/increasing their chances of successfully obtaining long-term employment

Second Career Strategy

(Is an Employment Ontario Program, must be referred by the Business Education Council – Career Planning Services)

Niagara Regional Main Number

T: 905-684-7200 ext. 1201

Port Colborne (Port Cares)

T: 905-834-3629

Dunnville

T: 905-774-7501

Employment Ontario:

T: 1-800-387-5656

W: www.edu.gov.on.ca/eng/tcu/secondcareer

For laid-off workers including: EI claimants/EI Reachback Non-EI eligible/who require long-term skills training for employment in high-skill/high-demand occupations in the local labour market. For individuals who were laid off on or after January 1, 2005/laid-off workers who have taken an interim job to make ends meet while seeking better employment.

- Helps unemployed workers retrain in order to make the transition to a new career in a high-skill occupation that is in demand in their area/provides financial help up to \$28,000 to pay for tuition, etc.

SKILLS DEVELOPMENT

Ministry of Training Colleges and Universities - Apprenticeship Branch/Employment Ontario

St. Catharines office:

T: 905-704-2991 or 1-800-668-4479

Grade 12 for trades in the following sectors: Industrial, Service & Motive Power.

Grade 10 for most trades in the construction sector. An assessment will determine whether eligible for exam to obtain Certificate of Qualification.

- Local apprenticeship offices manage the provincial apprenticeship & certification program
- Individuals/employers interested in training must contact their local office
- Apprenticeship Training Registration
- Assessment/counseling
- Examination/certification
- Journeyperson Certificate Renewals
- Coordinate apprenticeship in-school training
- Information/referral services

EMPLOYMENT SERVICES

Business Education Council - Career Planning Services

*First Point of Contact for Employment Assistant Services (EAS)

Six Locations in Niagara area

Niagara Regional Admin Office: Thorold

T: 905-684-7200 ext. 1201

Port Colborne (Port Cares)

T: 905-834-3629

Dunnville

T: 905-774-7501

Fort Erie, Niagara Falls, St. Catharines

T: 905-684-7200

W: www.becon.org

Unemployed/not in school full-time

- Single point of entry for clients wanting to use Niagara assisted employment services
- Identifies client needs/barriers
- Refers clients to appropriate services
- Assists in developing Return To Work Action Plans (RTWAP)

- Screens Second Career applicants
- Contact to apply for funding for Second Career Strategy and Skills Development Training

Canadian Mental Health Association – Employment Supports

Renewed Employment Access Link/REAL Work Employment Development Program

Niagara Falls
 2-6760 Morrison Street
 T: 905-354-4576
 St. Catharines
 15 Wellington St.
 T: 905-641-5222

W: www.cmhaniagara.ca

Consumers of the mental health system who have a desire to return to work/ages 18 and up

- Focus on career choices based on interests/work skills evaluation/personal one to one support/help with the employers/training/academic programs

YMCA Niagara – Employment Assistance Program

Niagara Falls
 4632 Victoria Avenue
 T: 905-371-2513
 St. Catharines
 129 Church St.
 T: 905-684-3500
 Welland
 20 Hagar St.
 T: 905-734-8562

W: www.ymcaofniagara.org

People 17 and up that are experiencing difficulty in finding and/or maintaining employment

- Provide employment/life skill workshops/hands on volunteer placement experience for individuals with multiple barriers to employment

Port Cares – Employment Centre

Port Colborne
 92 Charlotte St.
 T: 905-834-3629
 T: 1-888-370-8738

W: www.portcares.on.ca

Walk-in centre to provide employment support to job seekers of all ages/ Port Colborne

Wainfleet/surrounding area.

- Government of Canada Information Centre/job bank kiosks/Service Canada Student Centre/Job Finding Club/employment workshops/one to one assistance/information and referral service

Club 2000 Niagara – Francophone Employment Centre

Welland

76 Davison St.
T: 905-714-0491

W: www.club2000niagara.com

Ages 15 and up/unemployed/Niagara's Francophone community

- Employment counseling services/community public access sites that provide free access to computers/internet/email
- Newcomer Information Centre - information and referral to community/government programs/services that help meet newcomer settlement needs

John Howard Society – Youth Resource Centre

Job Gym

St. Catharines
210 King St. 2nd Flr.
T: 905-682-8372

W: www.jobgym.com

Fort Erie
469 Central Ave
T: 905-871-3932

Welland
620 Niagara St.
T: 905-732-7655

Geared to unemployed youth ages 16-24 yrs/not in full-time attendance at school

- Resume prep/development of job search skills/internet job search/career and pre-employment counseling/developing interview skills/resource area/job postings/access to wage subsidy programs/periodic job fairs
- Contact the career planning services of the BEC to apply for funding for Second Career Strategy and Skills Development Training

Business Education Council of Niagara – Employment Services

Six locations in Niagara area
Niagara Regional Admin Office: Thorold
T: 905-684-7200 ext. 1201

Port Colborne (Port Cares)
T: 905-834-3629

Dunnville
T: 905-774-7501

Fort Erie, Niagara Falls,
St. Catharines
T: 905-684-7200

Unemployed individuals

- Information and counseling services/occupational/career research library/personality/interest aptitude assessments/group sessions/assistance applying for financial aid to upgrade/retrain

Niagara West Employment and Learning Resource Centres

Grimsby

25 Adelaide St

T: 905-563-1515

W: www.nwelrc.ca

Beamsville

4271 Queen St

T: 905-563-1515

Smithville

176 Griffin St. N

T: 905-957-8356

Un/underemployed in West Niagara/Glanbrook/specialized programs for the 40+ sector/mature workers

- Employment Ontario Job Finding Clubs/Internet Job Search Program/Lifeskills/Workforce/workplace skills training
- Software Training/Basic Computer Training for 50+
- Transitional programs towards employability or higher education/upgrading
- Professional academic/vocational assessments/lending/resource library

Niagara Falls Employment Help Centre

Career and Employment Counseling

Niagara Falls

7-6100 Thorold Stone Rd.

T: 905-358-0021

W: www.chc.on.ca

Ages 25+/unemployed/resident of Ontario/eligible to work in Canada/ELT Trained professionals who are refugee claimants/Convention refugees or permanent residents who are eligible to work in Canada

- Career/employment counseling/skills/interests assessments/training/retraining guidance
- Translation and assessment of academic credentials/workshops on job search/employment preparation services/computers for job search with Internet access/resource centre
- Enhanced Language Training (ELT) for Internationally trained professionals
- 40+ New Horizons: programs to assist 40+ in securing meaningful employment and/or upgrading/their existing skills

Niagara Centre for Independent Living

St. Catharines

111 Church St

T: 905-684-7111

W: www.abilityforlife.ca

Person with a disability that can include hidden/sensory/physical disabilities as well as mental health/emotional disabilities

- Advocacy/direct funding of attendant services
- Information/referral peer support/Work Link Employment Services
- Youth group for those 16-30

Employment Help Centre– Job Connect

St Catharines
122 Queenston St
T: 905-685-1353

W: www.employmenthelp.org

IRS: open to all public. EPP & JDPS: requires individuals to be unemployed/out of school. 25 and older/not eligible for EI

- Information and Resource Service (IRS): walk-in community resource centre offers services to assist anyone looking for work and/or training
- workshops/job postings/Employment Planning Preparation Services (EPP)/Job Development Placement & Support Services (JDPS)

Club 2000 Niagara – Job Connect

Welland
76 Division St, 5th Fl
T: 905-714-1480

T: 1-866-334-3033 (toll free)

W: www.centre-emploi2000.com

IRS: open to all public. EPP & JDPS: requires individuals to be unemployed/out of school/25 and older/not eligible for EI

- Designated French Language Job Connect services
- Information and Resource Service (IRS): walk-in community resource centre offers services to assist anyone looking for work and/or training
- workshops/job postings/Employment Planning and Preparation Services/Job Development Placement & Support Services

John Howard Society - Job Connect

Fort Erie
469 Central Ave
T: 905-871-3932

W: www.jobgym.com

Youth between the ages of 16-24

- Provides Job Development Placement
- Supports to youth between the ages of 16-24
- Assists people to develop their skills/gain experience through
- Supports such as job trials/volunteer placements/job shadows
- Subsidized on the job training opportunities
- Direct employment placements

Niagara College - Job Connect

Niagara Falls
Maid of the Mist Campus
5881 Dunn St
T: 905-374-7454 Ext. 3670

W: www.jobs.niagaracollege.ca

For Ages: 16-24

- Information and Resource Service: walk-in community resource for anyone seeking employment and/or training/no appointments needed
- Job Connect: Employment Planning/Preparations/Job Development Placement Support/must be between 16-24 out of school/out of work/and not receiving EI
- Resource area services to all job seekers
- Provides direct referrals to unemployed individuals to connect with employers
- Provides assistance to link with on the job training opportunities, as well as apprenticeship and trade information

PEER SUPPORT AND OUTREACH

Cangro Action Centre

Niagara Falls

7-6100 Thorold Stone Road

T: 905-371-2895

For CanGro employees

- Computer training/resume writing/job postings

YMCA Niagara (World Kitchens)

T: 905-371-2514

- Help clients identify their needs/secure appropriate support/including career counseling/training, referral/job search assistance

Horizon Milling G.P. (Cargill)

Port Colborne

133 Durham St.

T: 905-834-5550

TRG/USW Action Centre

St. Catharines

203-350 Scott St.

T: 905-646-4809

Niagara area residents/laid off steelworkers/and ex-TRG employees

- Help with resume writing/job search/referrals to Second Career Strategy and other funding

Neptunus Yachts (CAW Local 199)

St. Catharines

5 Great Western St.

T: 905-687-6776

Serving small CAW layoffs in Niagara

Dana Canada Corporation

Thorold
90 Hayes Rd.
T: 905-680-3508

Niagara Steelworkers Area Council Adjustment Committee

Welland
114 King St.
T: 905-734-9292
Serving steelworkers in the Southern Niagara area

LEARNING AND LITERACY

Literacy Link Niagara - Literacy and Basic Skills (LBS)

* [First Point of Contact for Literacy and Basic Skills \(LBS\) in this region](#)

The Pen Centre, St. Catharines
T: 905-937-8887

W: www.literacylinkniagara.org

No restrictions

- Regional network represents agencies in Niagara delivering LBS funded training services
- First point of contact for client referral to LBS programs serving lowest literacy levels to academic upgrading leading to apprenticeship/post-secondary studies
- Information source for non-LBS funded programs/ESL services

District School Board of Niagara - LBS

Education Centre
191 Carlton Street
T: 905-641-1550

W: www.dsbni.edu.on.ca

Ages 18 years and up/individuals who are out of school

- Literacy/numeracy/essential skills services

Niagara Catholic District School Board – LBS

Niagara Falls
St. Ann Adult Learning Centre
4700 Epworth Circle
T: 905-354-3531
St. Catharines
St. Thomas Adult Learning Centre
68 Eastchester Avenue
T: 905-685-3276

W: www.niagarac.com

Adult learners

- Individualized assistance to improve math, reading, writing, employability, computer skills

Niagara College - LBS

Niagara-on-the-Lake, Welland

T: 905-641-2252 ext. 4416

Individual who has not completed high school diploma/or several years since high school and needs to refresh skills.

Niagara Regional Literacy Council - LBS

St. Catharines

3 Great Western St.

T: 905-687-8299

W: www.literacyniagara.org

Over 18, out of the public school system

- Assessment/one to one tutoring/small group sessions available/workshops
- Workforce and workplace literacy
- Computer classes

Niagara Regional Community Services Department - LBS

Many sites across Niagara

Adults collecting Ontario Works

- Assessment/one to one tutoring/small group /classroom training
- Talk to an Ontario Works case manager about the adult learning courses available

Port Cares - LBS

Port Colborne

92 Charlotte Street

T: 905-834-3629 or 1-888-370-8738

W: www.portcares.on.ca

- Improving communication/reading writing/listening/speaking skills/numeracy

Lifetime Learning Centre

St. Catharines

535 Lake Street

T: 905-646-3737

W: www.lifetimelearning.ca

Ages 19 and up

- Educational programs for adult education/adult retraining/computer training

ABC Communautaire - LBS

Welland

706 East Main St

T: 905-788-3711

W: www.abccommunautaire.ca

Individuals who are out of school/may be Ontario Works clients

- Literacy/numeracy/essential skills to help individuals achieve goals related to further education/training/employment/increased independence

The Hope Centre - LBS

Welland

179-181 East Main St

T: 905-788-0744

W: www.thehopecentre.net

Individuals who are out of school/may be Ontario Works clients. Serves areas of Pelham/Port Colborne/Wainfleet/Wellington

- Literacy/numeracy/essential skills to help individuals achieve goals related to further education/training/employment/increased independence

Adult Literacy Council of Greater Fort Erie - LBS

136 Gilmore Rd

T: 905-871-6626

W: www.literacyforterie.ca

Ages: 19 - 99 years

Individuals who are out of school/may be on Ontario Works/support programming for Anglophone/Native learners

- Literacy/numeracy/essential skills to help individuals achieve goals related to further education/training/employment/increased independence/computer instruction

Fort Erie Native Friendship Centre - LBS

Fort Erie

796 Buffalo Rd

T: 905-871-8931

W: www.fenfc.org

Individuals who are out of school/may be on Ontario Works/support programming for Anglophone/Native learners

- Literacy/numeracy/essential skills to help individuals achieve goals related to further/education/training
- employment/increased independence/computer instruction

English as a Second Language (ESL)/LINC

Niagara Catholic District School Board - St. John's Centre - ESL

St. Catharines

145 Niagara St.

T: 905.682-3360

W: www.eslniagara.com

Non-English speaking adults (18+)

Refugees/refugee claimants/landed immigrants

- Focuses on speaking listening/reading/writing
- Computer training available
- Citizenship Preparation classes
- Enhanced Language Training (ELT) for Internationally trained professionals/sector specific language training
- The school board offers ESL at a variety of locations/call for more information

Niagara Catholic District School Board - St. John South Adult Learning Centre– ESL

Fort Erie

54 Jarvis St

T: 905-991-8951

W: www.eslniagara.com

Non-English speaking adults (18+)

Refugees/refugee claimants/landed immigrants

- Focuses on speaking/listening/reading/writing
- Computer training available
- Citizenship Preparation classes
- Enhanced Language Training (ELT) for Internationally trained professionals /sector specific language training

District School Board of Niagara, Community Education Services - ESL

St Catharines

Education Centre

191 Carlton St

T: 905-641-1550

W: www.dsbni.edu.on.ca/community

Non-English speaking adults (18+)

Refugees/refugee claimants/landed immigrants

- Focuses on speaking/listening/reading/writing

YMCA Employment and Community Services - Language Instruction for Newcomers to Canada (LINC) Assessment

* First Point of Contact for LINC

St Catharines
129 Church St
T: 905-684-3500

W: www.ymcaofniagara.org

Newcomers 18+/landed immigrants/convention refugee/anticipate permanent resident status

- Assessment of English language skills for settlement-based language training programs/referral to community-based organization
- LINC programs for English as a Second Language (ESL) classes
- Information and referral on settlement needs

Niagara College - Enhanced Language Training for Employment

T: 905-374-7454 ext. 3633

W: www.niagaracollege.ca

- Two semesters of study including advanced English
- Training with Canadian workplace preparation courses
- Leading to a General Arts and Science Certificate from Niagara College
- Followed by four months of employment support/job search assistance

INCOME SUPPORT

Service Canada - Employment Insurance (EI)

Submit an application online: <http://www100.hrdc-drhc.gc.ca/ae-ei/dem-app/english/home2.html>

Serving Chippawa, Niagara Falls residents

Or in person:

Niagara Falls Service Canada Centre

Customs Building

5853 Peer Street

Niagara Falls

T: 1-800-206-7218

W: www.servicecanada.gc.ca

Employment Insurance

- Those who have paid into the EI account and are unemployed/have lost job due to shortage of work/seasonal /mass lay-off
- Can receive maternity/parental and/or sickness benefits if pregnant/caring for a newborn or adopted child/sick
- Provides temporary financial assistance to unemployed Canadians who have lost their job while they look for work/upgrade their skills
- People should apply as soon as they stop working, even if they don't have a Record of Employment
- Delaying in filing the claim for benefits beyond four (4) weeks after last day of work may cause loss of benefits

Niagara Regional Community Services Department – Ontario Works

Five Ontario Works offices serve Niagara Region

T: 905-641-9230 or 1-866-627-1110 (West Niagara)

W: www.regional.niagara.on.ca

Eligibility based on the income and assets of the family as well as other criteria such as citizenship or status in Canada/age. Applicants must reside in City of Niagara. The amount of financial assistance is based on number of people in the family/the ages of children/housing costs.

- Qualifying individuals will receive employments/financial assistance to cover costs of basic needs (e.g., food), housing/employment related expenses to help individuals prepare for/find a job

Ministry of Community and Social Services – ODSP

T: 1-800-387-5656

T: 416-326-5656

W: www.mcsc.gov.on.ca/mcsc/english/Pillars/social/contacts/odsp_income_contact.htm

People with disabilities who are in financial need or who want/are able to work/need support. Ontarians 65 years or older who are not eligible for Old Age Security may also qualify if they are in financial need.

- Provides Income and Employment Supports

Employment and Training Start-Up Benefit (ESUB)

W: www.mcsc.gov.on.ca

ODSP recipient and eligible members of the benefit

- ESUB – Eligible for \$500 in any 12-month period to assist with start-up costs related to employment/or an approved employment activity
- Up Front Child Care Benefit – Assistance to cover up front child care costs in order to allow client to participate in employment/or an approved employment activity

Employment Transition Benefit

W: www.mcsc.gov.on.ca

Recipients who are ineligible for Income Support due to income from employment

- Lump sum payment of \$500 available once in a 12-month period to assist with the transition from ODSP to employment

Service Canada – Canada Pension Plan

T: 1-800-277-9914 (English)

T: 1-800-277-9915 (French)

W: www.servicecanada.gc.ca

65 years of age/between 60 and 64/meet the earning requirements set out in the legislation

- A monthly benefit paid to people who have contributed to the Canada Pension Plan
- The pension does not start automatically/people must apply for it/apply at least six months before you want pension to begin/applications available from website, or can have a kit mailed

PERSONAL SUPPORT

Emergency Food/Food Banks

Community Care of St. Catharines and Thorold

St. Catharines
12 North St.

T: 905-685-1349

Thorold

19 Albert St. W.

T: 905-227-9240

W: www.90for90.ca

All with low income/demonstrated need

- Distributes good used clothing/small household articles/food/provide limited assistance for Dental and vision care/life skills training includes savory samples program/community gardens/canning program

The Hope Centre

Welland

179-181 East Main St

T: 905-788-0744

W: www.thehopecentre.net

Hope Kitchen daily meal program/emergency groceries/Christmas Basket Program/winter apparel for children and adults/housing assistance/assistance with utilities/Winter Warmth/Share the Warmth

Project Share

Niagara Falls

2-4129 Stanley Ave.

T: 905-357-5121

W: www.projectshare.ca

All living below poverty line stated by Statistics Canada/residents of Niagara Falls

- Operates a food cooperative enabling qualifying families to receive supplementary groceries once per month

The Salvation Army Church and Community Services

St Catharines

400 Niagara St

T: 905-935-4804

W: www.salvationarmy.ca

A local church serving the residents of St Catharines

- Offers a food bank Monday-Friday

Fort Erie

255 Gilmore Rd

T: 905-871-1592

Food Bank assistance available every third week of the month from February – November

St. Vincent de Paul

Niagara Region
Niagara-on-the-Lake
73 Picton St.
T: 905-468-7272

Contact may be made through any Roman Catholic Church/may provide food and/or clothing in emergencies

Housing Support

Niagara Regional Housing

Thorold
2201 St David's Rd
W: www.nrh.ca

16+/legal resident of Canada

67 non-profit/co-operative housing providers

- Provides approximately 650 rent supplement units through agreements with over 80 private landlords

Housing Help Centre

St Catharines
14 North St.
T: 905-685-1349

Thorold
19 Albert St. W.
T: 905-227-9240

W: www.90for90.ca

People who are homeless/at risk of being homeless

- Provides a free and confidential housing referral and consultation service

Emergency Shelters

The Hope Centre – The Hope House

Emergency shelter
Welland

116 Division St

T: 905-788-0744

T: 905-734-8492 (24-hour Crisis Line)

W: www.thehopecentre.net

Serves residents of Pelham, Port Colborne, Wainfleet and Welland; open to all homeless persons over the age of 16.

- Eight single units for men/seven single units for women/two self contained apartments for families

- Seven bed dormitory
- Meals and snacks served daily

YWCA Niagara Region

St. Catharines/Niagara Falls

St Catharines

183 King St

T: 905-988-3528 (24-hour Line)

Niagara Falls

6135 Culp St

T: 905-357-9191

Ages: 16 and up/women and their children

- Temporary housing and shelter for women/their children who are homeless for any reason in a safe, home-like environment

Legal Services

Community Legal Services of Niagara South

Ridgeway/Welland

Ridgeway

266 Ridge Rd

T: 905-894-4775/905-382-2536

Welland

3 Cross St, 2nd Flr

T: 905-735-1559

Community Legal Services

- Summary legal advice/public legal education/community development/legal representation is available for persons who cannot afford a lawyer/whose problem would not be covered by a Legal Aid certificate

Legal Aid Ontario

St. Catharines/Welland

St Catharines

200-55 King St.

T: 905-685-1012

W: www.legalaid.on.ca

Welland

3 Cross St, 2nd Flr

T: 905-735-1559 Ext 10

All residents of Ontario are potentially eligible/must show based on income vs. expenses not sufficient funds to pay for legal fees

Legal Aid

- Provides financial assistance in the form of a Legal Aid Certificate to eligible applicants who need to retain a lawyer but cannot afford one/certificates are provided on a pay-back/lien/free basis depending on eligibility/provides panels of duty lawyers for criminal/family/refugee cases

Ministry of the Attorney General - Family Law Information Centre

St. Catharines/Welland

St Catharines

Robert S K Welch Court House

59 Church St, 4th Flr

T: 905-988-6200 ext 470

W: www.family-mediation.net

Welland

102 East Main St

T: 905-735-0010

Legal Services

- Walk-in service that assists people with legal/non-legal information on issues related to separation/divorce/other areas of family law/can speak with a customer service representative/ an advice lawyer and/or a coordinator of mediation services
- Also have resource materials

Port Cares Community Legal Advice Clinic

Port Colborne

92 Charlotte St

T: 905-834-3629

T: 1-888-370-8738

W: www.portcares.on.ca

- Clinic is available Thursday evenings from 5:30-8:00
- Local lawyers will provide summary legal advice on civil or non-criminal law matters to clients

Health Services

Health Bus

Niagara Region Public Health Department

T: 905-688-8248 ext 7512

T: 1-800-263-5757

W: www.niagararegion.ca

Homeless/vulnerable/geographically isolated person's mobile clinical services:

- Treatment for minor medical conditions/mental health counseling/dental assessment/screening/referral/oral hygiene instruction/immunization/sexual health counseling/sexually transmitted disease counseling, etc.

Crisis Intervention

Canadian Mental Health Association Niagara Branch

St Catharines

15 Wellington St

T: 905-641-5222

W: www.cmhaniagara.ca

Ages: 18 and up

- Information/referral service/crisis intervention/short term counseling
- Depression support group/separation/divorce support group/public education/advocacy/social action/depression in the workplace presentations/suicide intervention training/mental health court support

Distress Centre of Niagara

Across Niagara Region

T: 905-688-3711 (St. Catharines)

T: 905-734-1212 (Niagara Falls, Port Colborne, Wainfleet)

T: 905-382-0689 (Fort Erie)

T: 905-563-6674 (Grimsby, West Lincoln)

W: www.distresscentreniagara.com

Ages: 18 and up

- Provides a free/confidential/24-Hour Distress Line/Information/referral/intervene in life-threatening situations/suicide prevention/intervention workshops/communication skills training

Family & Children's Services Niagara

Niagara Falls/St. Catharines/Welland

Niagara Falls

7900 Canadian Dr

T: 905-937-7731

Toll free: 1-888-937-7731

St Catharines

82 Hannover Dr.

Welland

654 South Pelham Rd.

W: www.facsniagara.on.ca

Offers services to strengthening families/protect children from all forms of abuse/neglect including: child abuse prevention/intervention/adoption services/foster care/family counseling centre

Niagara Health System Mental Health Services

Niagara Falls

5546 Portage Rd

T: 905-378-4647 ext. 53803

W: www.niagarahealth.on.ca

Individuals experiencing a psychiatric crisis

- Crisis program for individuals experiencing psychiatric crisis/initial assessment for the immediate problem/referral to the appropriate organizations/staffed by Community Support Workers from the Canadian Mental Health Association/Registered Nurses from the hospital

Niagara Region Public Health – Community Mental Health Program

Fort Erie/Niagara Falls/St.Catharines/Welland

43 Hagey St

Fort Erie

T: 905-871-6513

Niagara Falls

5710 Kitchener St

T: 905-356-1538

Thorold

2-3550 Schmon Pkwy, 2nd Flr

T: 905-688-2854 Ext. 7262

Welland

540 King St

T: 905-735-5697/905-384-9750

W: www.niagararegion.ca

Ages: 16 and up

Adults with a severe/chronic mental health problem

- Clinical case management/intensive community support service provides assessment/case management/counseling/community support

Child and Youth Counseling/Crisis Services

Thorold

3440 Schmon Pkwy

T: 905-688-6850

1-800-263-4944 (24-hour Crisis Line)

W: www.ncys.ca

Children/youth ages: 17/under and their families

- Mobile crisis intervention service providing immediate telephone counseling/on site crisis intervention in home/school/hospital/other community location

Parenting/Family Counseling

Family and Children's Services Niagara

Niagara Falls/ St. Catharines/Welland

7900 Canadian Dr

T: 905-937-7731

St Catharines

82 Hannover Dr

Welland

654 South Pelham Rd

W: www.facsniagara.on.ca

- Offers support/therapy groups/prevention/education programs/professional counseling for Individuals/families/children

Family Mental Health Support Network of Niagara

St Catharines

T: 905-684-0073

Family members of those with mental health problems

- Offers coping skills workshops to families who have a relative with a serious mental health problem/workshop series/information/referral over the telephone/public lectures

Niagara Counseling Services

Niagara Falls

5017 Victoria Ave.

T: 905-988-5748/905-357-9877

St Catharines

47 Scott St W, Unit 3A

T: 905-988-5748

Welland

1604 Merrittville Highway, RR2

T: 905-384-9551

- Confidential services for personal/marital/family issues anger management addictions/substance/drug abuse/stress management/elder abuse/troubled teens/etc.
- Fee assistance available for some programs/sliding scale/subsidized

Niagara Family Therapy

St Catharines

39 Queen St W, Unit 412

T: 905-682-5555

W: www.niagarafamilytherapy.ca

Service available to children/teens/adults/couples/families/seniors

- A private counseling service offering supportive counseling
- Insurance company/coverage may be available/\$70 per session/sliding scale can be negotiated

Canadian Mental Health Association - Niagara Branch

St Catharines

15 Wellington St.

T: 905-641-5222

W: www.cmhaniagara.ca

Ages: 18 and up

- Information/referral service/crisis intervention/short term counseling/depression support group/separation/divorce support group/public education/advocacy/social action/suicide intervention training

Niagara Region Public Health, Community Mental Health Program

Fort Erie/Niagara Falls/St. Catharines/Welland

Fort Erie

43 Hagey St

T: 905-871-6513

Niagara Falls

5710 Kitchener St

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T: 905-688-2854 Ext 7262

Welland

540 King St

T: 905-735-5697/905-384-9750

W: www.niagararegion.ca

Ages: 16 and up

Adults with a severe/chronic mental health problem

- Clinical case management/intensive community support service provides assessment/case management/counseling/community support

Credit/Budget Counseling

Credit Counseling of Regional Niagara

St Catharines

264 Welland Ave

T: 905-684-9401

T: 1-800-663-3973

W: www.ccrn.ca

- Credit counseling at low/no cost advice/assessment of income/expenses/money management advice/budgeting/debt management program

Stress/Anger Management

Another Perspective Family Centres

Port Colborne/St. Catharines

Port Colborne

314 Killaly St W

T: 905-646-4068

St Catharines

327 Scott St

T: 905-646-4068

W: www.anotherperspective.ca

- Conflict resolution/reconciliation substance/behavior and addictive tendencies/abuse/trauma/marital and post marital counseling, etc.

Child and Family Counseling (CAFC)

Niagara Falls/ St. Catharines

Niagara Falls

5017 Victoria Ave

T: 905-357-9877

St Catharines

47 Scott St W, Unit 3A

T: 905-988-5748

- Private community program providing affordable counseling services children/youth from infancy to late teen years/individual/relationships family counseling/Niagara Parent Support Group family mediation

Family & Children's Services Niagara – Family Counseling Centre

Niagara Falls/ St. Catharines/Welland

Niagara Falls

7900 Canadian Dr

T: 905-937-7731

St Catharines

82 Hannover Dr

Welland

654 South Pelham Rd

W: www.facsniagara.on.ca

Offers support/therapy groups

- prevention/education programs/professional counseling for individuals/families/children

Niagara Stress and Trauma Clinic

St Catharines

201-93 Ontario St.

T: 905-687-6866

W: www.stressandtraumarelief.com

- Private service offering individual/couple/family therapy/specializes in EMDR/trauma therapy for stress/trauma-related difficulties

Niagara Counseling Services

Niagara Falls/St. Catharines

Niagara Falls

5017 Victoria Ave

T: 905-988-5748/905-357-9877

St Catharines

47 Scott St W, Unit 3A

T: 905-988-5748

Welland

1604 Merrittville Highway, RR2

T: 905-384-9551

- Confidential services for personal/marital/family issues/anger management addictions/substance/drug abuse/stress management/elder abuse/troubled teens/etc.
- Fee assistance for some programs/sliding scale/subsidized

Niagara Child and Youth Services - Child and Youth Crisis Services

Welland

1604 Merrittville Hwy, RR 2

T: 905-384-9551

W: www.ncys.ca

Children/youth ages: 18/under and their families

- Community based children's mental health agency providing a continuum of treatment/support to children/youth/and their families
- No charges for these services: 24-hours crisis services/assessment/counseling/outreach/high risk services/day treatment/early years/residential services

Culture and Recreation

City of Niagara Falls, Parks, Recreation and Culture Department

MacBain Community Centre

7150 Montrose Rd, Unit #1

T: 905-356-7521 ext 3330

W: www.niagarafalls.ca

- Facility has a two pool aquatic centre/three sectioned gymnasium/multipurpose rooms/indoor track/library/racquet courts/studio five locker rooms/physical accessibility features/cafe/clinics/park with splash pad/skate-park
- Fee assistance available for activity subsidized fund for physically/mentally/socially disadvantaged